

EARLY EDUCATION

Information for Parents / Carers

Introduction

Research shows that having access to high quality early years provision has a significant impact on life chances for children and improves their chances of gaining well paid employment. Alongside educational outcomes, there are wider benefits to families and communities where early years provision offers an opportunity to access effective early help. In Norfolk we have high aspirations for every young child to make good progress in their development and learning from birth to have the best opportunities in life.

Funded Early Education and Childcare

Funded Early Education and Childcare is an entitlement to all families who meet certain national criteria. This entitlement is Government funded and is intended to deliver 15 or 30 hours a week (to a maximum per year) of free, high quality, flexible childcare. It is not intended to cover the costs of meals, other consumables, additional hours, or optional activities. These costs may be charged by your chosen provider, and families should expect to pay.

What funding entitlement is available for my child?

Early learning for 2-year-olds funding

This entitlement is available to eligible children the claim period after they turn 2. Eligible children will get 570 hours of funded early education and childcare if they meet the date of birth criteria for the claim period and the parents receive one of the [following](#):

- ✓ Income Support
- ✓ income-based Jobseeker's Allowance (JSA)
- ✓ income-related Employment and Support Allowance (ESA)
- ✓ Universal Credit - if you and your partner have a combined income from work of less than £15,400 a year after tax
- ✓ tax credits and you have an annual income of under £16,190 before tax
- ✓ the guaranteed element of State Pension Credit
- ✓ support through part 6 of the Immigration and Asylum Act
- ✓ the Working Tax Credit 4-week run on (the payment you get when you stop qualifying for Working Tax Credit)

or if any of the following apply to the child:

- ✓ they're looked after by a Local Authority
- ✓ they have a current statement of [special education needs \(SEN\)](#) or an education, health and care (EHC) plan
- ✓ they get [Disability Living Allowance](#)
- ✓ they've left care under a special guardianship order; child arrangements order or adoption order

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To find out if your family or child meet the criteria for a 2-year-old funded childcare place at a childminder, nursery, playgroup or pre-school, there are **3 basic steps** –

Step Complete an eligibility check

- 1** If your child is at least 21 months old, visit www.norfolk.gov.uk/neo to create or sign in to your existing Norfolk Education Online (NEO) account and add/select your child's details to complete a check.

It is possible to create your NEO account at any time in readiness, but the best time is the school term in which your child is 2 years old, or the week when your child has their 2nd birthday.

Step Eligibility is confirmed

- 2** If eligibility is confirmed, you will be emailed an eligibility code. The code must be shown to your chosen childcare provider as proof of eligibility.

If the result is "Not Found", please check your account details, and click "Restart".

If the automatic check result continues to be "Not Found", we can complete a manual check for you, if some documentary evidence is attached (uploaded) to your child's record to show that your family meets the criteria.

Suitable evidence that can be uploaded:

- Take Home Pay (stated on universal credit statement)
- Earnings Reported by Employer (stated on universal credit statement)
- Adoption Certificate
- Special Guardianship Order / Court Order
- Child's DLA statement / award letter
- EHC plan letter that states the plan is agreed or issued
- Letter stating immigration status

If you need some help, call Family Information on 0344 800 8020.

Step Find a childcare provider

- 3** We recommend that you visit www.norfolk.gov.uk/neo to -

- read our guide **Choosing quality early education and childcare** to help you choose childcare that works for you and your child, before searching
- our online **Norfolk Community Directory** where you can easily browse through information about childcare providers in your area

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15 hours funded childcare (3 and 4-year-old)

This entitlement is available to eligible children the claim period after they turn 3. All 3 and 4-year-olds in England can receive 570 hours of funded early education and childcare per year, until they start reception class in a maintained/free school or academy or reach compulsory school age, which is the term after their 5th birthday.

30 hours funded childcare (aged 9 months to 4-years)

To access this entitlement, families must have a **valid HMRC code** in place before the start of the claim period and their child must meet the date of birth age range.

Families meeting the criteria above, can receive 1140 hours of funded early education and childcare per year, until they start reception class in a maintained/free school or academy or reach compulsory school age, which is the term after their 5th birthday.

You (and your partner, if you have one) will need to meet the [national criteria](#) in order to be eligible for 30 funded hours. Your earnings and if applicable your immigration status will also determine if this funding is available to you.

If you foster your child, please speak to your social worker, for more details about applying for this funding.

You're not eligible if:

- ✓ your child does not usually live with you
- ✓ either you or your partner has a [taxable income](#) over £100,000
- ✓ you're from [outside the EEA](#) and your UK residence card says you cannot access public funds



To determine eligibility for 30 hours, you will need to apply and receive a unique code from HMRC via the Government's Online Childcare Service.

For more information visit
[Childcare & Early Years Education - Best Start in Life](#)

When best to apply for your unique HMRC code –

My child turns 9 months between	They can access 30 hours from	Recommended time to apply for the code
1 Sept to 31 Dec	1 Jan	15 Oct to 30 Nov
1 Jan to 31 Mar	1 Apr	15 Jan to 28 Feb
1 Apr to 31 Aug	1 Sept	15 Jun to 31 Jul

It is possible to apply outside of these dates but there is a risk that you might not receive the code in time.

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A valid code **MUST BE** received by the end of the month before a new claim period starts.

Claim Period	Code must be valid as at
1 Sept to 31 Dec	31 Aug
1 Jan to 31 Mar	31 Dec
1 Apr to 31 Aug	31 Mar

Once a code has been issued by HMRC, you **MUST** reconfirm your eligibility **every 3 months or by the end date stated on your HMRC notification which might be earlier**. If you applied more than 3 months before the claim period starts, it will be necessary to reconfirm **BEFORE** your child starts receiving the additional hours.

If you are separated, you and your ex-partner must decide who should apply where there is joint responsibility for your child. Both of you can apply separately, if a decision cannot be made, but HMRC will then determine who gets a childcare account.

If it is likely that your child(ren) will be eligible, it is recommended that you check with your chosen provider that they offer the working parent entitlement, as it is not compulsory for them to do so. It is possible to access your child's entitlement from more than one provider if they are registered to offer Early Education as an approved provider in Norfolk.

Where parents meet the eligibility criteria for both the **Early learning for 2-year-olds funding** and **30 hours funded childcare (aged 9 months to 4-years)** the funding claim must be split so that the first 15 hours are claimed under Early learning for 2-year-olds funding and the remainder under 30 hours funded childcare (aged 9 months to 4-years) up to the maximum of 30 hours.

Early Years Pupil Premium (EYPP)

EYPP is extra funding paid directly to providers for children of families where the criteria is or has been met in previous claims. The funding if received must be used to enhance the experience your child has at their childminder, preschool or nursery by improving the teaching and learning, facilities, and/or resources, so that there is a positive impact on your child's progress and development.

If your provider is inspected by Ofsted, they will also need to evidence the impact of this funding on children's progress, how effectively leaders use the additional funding and measure its impact on narrowing gaps in children's outcomes.

To claim this funding, it is necessary for the parent/carers to provide the following details on the parent/carers claim form (Part 2).

- Parent/Carer Name and Date of Birth
- National Insurance (NI) Number / National Asylum Support Service (NASS) Number

The information provided will be passed to the Local Authority to check and verify eligibility using the Eligibility Checking Service (a service provided by the Department for Education). The outcome of the check will be shared with all your provider(s).

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Eligibility checks will be carried out at least once, and if eligible, this funding will not cease whilst your child is in receipt of early education.

The eligibility check will confirm at least 1 of the following has been met:

- ✓ The child's family gets 1 of the following:
 - [Income Support](#)
 - income-based [Jobseeker's Allowance](#)
 - income-related [Employment and Support Allowance](#)
 - support under [part VI of the Immigration and Asylum Act 1999](#)
 - the guaranteed element of [State Pension Credit](#)
 - [Universal Credit](#), if the parent or carer annual net household income is less than £7,400, not including any benefits
- ✓ the child is currently being looked after by a Local Authority in England or Wales
- ✓ the child has left care in England or Wales through:
 - an adoption
 - a special guardianship order
 - a child arrangement order

Disability Access Fund (DAF)

This funding is for providers to support children with disabilities or special educational needs. It is intended to aid access to early years places by supporting providers to make reasonable adjustments to their environment.

Children who are in receipt of the child Disability Living Allowance (DLA) and receiving some or all their funding entitlement are eligible for DAF. DAF is paid to the child's nominated provider at a fixed annual rate.

Early years providers are responsible for identifying eligible children. The LA has encouraged providers to speak to parents/carers to find out who is eligible for this funding.

To claim DAF, parents/carers are required to provide a copy of the award letter issued to them by the Department for Work and Pensions. Parents/carers should attach this to their parent/carer claim form and complete Section Four of Part 2.

Where a child attends more than one provider, the parent/carer must nominate which provider will receive the annual funding payment.

Nominating a provider is a requirement of the Department for Education (DfE).

When the nomination and eligibility is verified by the LA, the DAF will be paid to the provider approximately 6 weeks after the documentation is received. The 6-week delay allows children to settle at their childminder, preschool or nursery. It also means that if the childcare arrangement does not work out, the funding can be paid to another provider.

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Once the funding has been paid, the LA cannot take back the funding and pay elsewhere, therefore if a child moves from one provider to another within 12 months of the first payment, the new provider will not be eligible to receive any DAF until 12 months has passed and the new provider has been nominated and eligibility re-confirmed.

How the Local Authority offers the funded early education entitlement to parents/carers?

The funded early education and childcare is offered to parents/carers over 3 claim periods.

For each claim period there is a recommended maximum number of hours available to claim to ensure there are sufficient hours available throughout the year.

Parents/carers may choose to exceed the number of recommended hours in a claim period where previous claims have been less than the recommendation. If more hours are required, these must be agreed with the provider, and there must be sufficient hours remaining for the 12-month cycle of eligibility. National rules must always be adhered to (e.g. no more than 15 or 30 hours per week).

Parents/carers must be aware that once the maximum limit in a year is reached, additional hours (where funding cannot be claimed) will incur a cost, and the provider will charge fees in accordance with their charging policy and/or the parental contract in place.

It is recommended that families keep a note of the hours claimed each claim period so that they are aware when they are likely to exceed the maximum limit based on their child's attendance and therefore when fees will apply.

When can my child receive their funded early education entitlement?

The following will determine your child's earliest start date –

- The national rules (see table below)
- Meeting the eligibility criteria and obtaining a valid code where applicable
- Your child's date of birth

Early learning for 2-year-olds funding or 15 hours funded childcare (3 and 4-year-old)	
Turns 2, 3 or 4 years on or between	15 Hours From:
1 Apr and 31 Aug	1 Sept
1 Sept and 31 Dec	1 Jan
1 Jan and 31 Mar	1 April

30 hours funded childcare (aged 9 months to 4-years)		
Turns 9 months old on or between	HMRC Code obtained	30 Hours From:
1 Apr and 31 Aug	Before 1 Sept	1 Sept
	On or after 1 Sept	1 Jan
1 Sept and 31 Dec	Before 1 Jan	1 Jan
	On or after 1 Jan	1 Apr
1 Jan and 31 Mar	Before 1 Apr	1 Apr
	On or after 1 Apr	1 Sept

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Your child's entitlement to the funding will end once they either start reception class in a maintained/free school or academy or reach compulsory school age, which is the term after their 5th birthday.

Where can my child access their funded early education entitlement?

The entitlement can be offered by a range of providers if they deliver the Early Years Foundation Stage (EYFS) in full and are listed as an approved provider by the Local Authority. An approved provider will have signed a Local Authority Funding Agreement. This will be on display for parents/carers to see. By signing this agreement, providers have agreed to adhere to the conditions to offer the entitlement to families in Norfolk.

How many hours can I claim for my child?

Your childcare provider will advise how many funded hours are available each claim period.

The hours offered will be dependent on a combination of –

- ✓ the funding criteria met
- ✓ previous hours claimed
- ✓ cycle of eligibility (1st, 2nd or 3rd claim)
- ✓ remaining hours available
- ✓ pattern of attendance
- ✓ how the entitlement is offered to families by your provider

Unused hours in one claim period can be carried forward to the next within the **same** cycle of eligibility **unless** they are unused hours received as part of the working parent entitlement. Any unused hours are lost when the grace period ends.

All hours claimed must adhere to the rules concerning the maximum hours available per day, week, and annual entitlement. Any hours not claimed within a cycle of eligibility will be lost.

The rules when claiming the funding entitlement

- Not before 6.00am or after 8.00pm
- A maximum of two sites in a single day
- Early Learning for 2 yr olds & 3- and 4-year-olds: Maximum Hours per Week = 15 / per Year = 570
- Working Parent: Maximum Hours per Week = 30 / per Year = 1140
- Maximum Hours per Day – 10
- No Minimum Hours per Day but subject to the requirements of registration on the Ofsted Early Years Register

If parents/carers accept a term time only childcare contract with their provider, the early education and childcare entitlement will be offered as no more than 15 or 30 hours a week over 38 weeks of a year (cycle of eligibility).

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However, it is possible to accept an all-year-round childcare contract which means claiming less funded hours per week over more weeks of the year. This is often referred to as "a stretched offer of entitlement".

Examples:

570 MAX ENTITLEMENT	1140 MAX ENTITLEMENT
Term Time Only: 15 hours per week x 38 weeks = 570 hours	Term Time Only: 30 hours per week x 38 weeks = 1140 hours
All Year Round: 12.5 hours per week x 45 weeks = 562.5 hours 11.5 hours per week x 48 weeks = 552 hours 11 hours per week x 50 weeks = 550 hours	All Year Round: 25 hours per week x 45 weeks = 1125 hours 23 hours per week x 48 weeks = 1104 hours 22 hours per week x 50 weeks = 1100 hours

Where the total hours fall short of the maximum available, it may be possible for your provider within the rules to offer extra hours so that your child receives their full entitlement.

For a term time offer, the total number of hours that will be available to claim will be dependent on the pattern of attendance (ie. Weekdays attended). Parents/carers **should not** assume that claiming 15 hours or 30 hours per week will equate to the recommended hours available.

To determine the number of funded hours available to claim, the actual number of days a child will attend in the claim period must be counted.

For a stretched offer, usually the maximum funded hours are offset against the overall childcare arrangement to determine the number of non-funded hours/sessions to be charged.

Your provider will confirm the maximum hours available to claim.

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How to claim for your child's early education and childcare entitlement

Your chosen provider must be registered and approved to offer the entitlement in Norfolk and –

Early Learning for 2-year-olds ① Create or sign into your NEO account ② Complete an eligibility check ③ Give your unique code to your provider Once your child's eligibility has been confirmed, your provider will give you a parent/carers claim form to complete and sign. Your provider can help you to create a NEO account to complete the check or call Family Information for support. If your family receives a letter from the Local Authority advising that your child may be eligible to receive the funded entitlement, please follow the instructions provided.	15 hours funded childcare (3 and 4-year-old) When your child is eligible, your provider will give you a parent/carers claim form to complete and sign. 30 hours funded childcare (aged 9 months to 4-years) ① Create an online HMRC account ② Complete an eligibility check ③ Give your 11-digit code to your provider Once your child's eligibility has been confirmed, your provider will give you a parent/carers claim form to complete and sign. <u>Please remember:</u> The date that you applied to obtain a code will determine when the funded hours can be claimed from.
For all entitlements Your provider should also talk to you to explain how they offer the funding and if there are any fees or chargeable extras that will be charged as part of your contract with them.	

Your parent/carers claim form will inform your provider how many hours you wish them to claim on your behalf from the Local Authority and enable the Local Authority to undertake the required checks.

If you choose for your child to receive their entitlement from more than 1 provider, the combined hours claimed must not exceed the maximum available and must meet the rules of the entitlement.

Parent/carers **must** inform each provider how the combined hours will be shared between them to avoid an overclaim. An overclaim will most likely result in a charge to you by your provider.

It is important that parents/carers inform providers when their child will be absent as soon as possible, this will allow the provider to adjust the number of staff required for the day/week and for them to amend the funding claim where applicable.

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Funding can only be claimed for **actual attendance**. For short term absences (up to four weeks), for example family holiday, sickness, medical appointment, a family emergency, transition events for school readiness, occasionally arriving late or leaving early, funding will not be withdrawn and can be claimed.

If the absence exceeds four weeks, your provider **must** notify the Local Authority. The Local Authority will use its discretion by considering the reason for the absence to determine if funding can be claimed where the absence is recurring or is for an extended period. An adjustment to the number of funded hours claimed will be made if it is decided that funding cannot be claimed. Your provider may charge for these unfunded hours.

When funding cannot be claimed, it may be possible to transfer these hours to another claim period or alternative day. It is best to speak with your provider to determine the options available.

Although attendance at a provider is not mandatory, there is an expectation that where hours are claimed, attendance will be on a regular weekly basis. As part of an Ofsted inspection, inspectors will explore how well providers work with parents to promote children's good attendance, especially the attendance of children for whom the provider receives the Early Years Pupil Premium.

It is recommended that if you change providers, that you inform the new provider of the number of funded hours claimed to date so that fees and new claims are calculated accurately. Where a notice period has not been complied with, the Local Authority will use its discretion to decide where the funding, if any, will be paid.

How to complete a claim form

The claim form is split into three parts. Most sections in Part 2 and 3 are mandatory to enable a claim to be submitted.

- **Part 1** is guidance and information
This part should be issued to all families when their child(ren) initially start accessing an entitlement. It provides notes to assist you to complete the parent / carer claim form and a QR code to read this Booklet
- **Part 2** is about you and your child
It **must** be completed every time a new entitlement is claimed, or when your details change. It is split into 4 sections
 1. Your Child's Details
 2. Your Details (parent or carer)
 3. Your Child's Funding Entitlement
 4. Extra Funding

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- **Part 3** is about your funded entitlement claim and declaration
The correct version (a, b or c) must be completed and signed.

It is split into 2 sections

1. Childcare Provider Details
2. Funding Claim Details

By signing the declaration, you are confirming you understand and agree to the hours being claimed for and you understand how the information provided will be used by the Local Authority.

More information on how your data is processed, who your data is shared with, your rights etc can be found on the [Children's Services \(Education\) privacy notice](#) available on the council's website

Please return your form promptly/when requested. A provider cannot claim the funding if a completed and signed parent/carer claim form has not been submitted to them.

Can my child's eligibility for funding stop?

Early learning for 2-year-olds

Once the family has claimed the entitlement where a NEO code has been obtained, these children will continue to receive this entitlement until they become eligible for the 15 hours funded childcare. (this does not apply to families who have obtained an HMRC code).

15 hours funded childcare (3 and 4-year-old)

All 3 and 4-year-olds living in England are eligible to receive this entitlement provided they meet the age criteria, or until they either start reception class in a maintained/free school or academy or reach compulsory school age, which is the term after their 5th birthday.

30 hours funded childcare (aged 9 months to 4-years)

The ability to claim the working parent entitlement will be dependent on the family's circumstances and whether the details of the parent are kept up to date with HMRC. Where the HMRC code is no longer valid due to the parent(s) no longer meeting the criteria or there has been a lapse in updating details held by HMRC, a Grace Period will be applied.

HMRC will communicate with parents when it is necessary to renew their details. If you have chosen for HMRC to communicate via email, it is recommended that your "junk folder" is checked to avoid missing any vital messages concerning eligibility checks.



PLEASE NOTE: Access to the working parent entitlement will cease if the updating of your details has lapsed (reconfirmation deadlines are missed) and the grace period has ended. It means that although your family may continue to meet the eligibility criteria, the details held by HMRC are no longer "in date".

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It is not possible for the Local Authority to re-instate eligibility due to rules set nationally where reconfirmation has not been completed.

It is strongly recommended that families schedule reconfirmation dates in a calendar (e.g. creating an event in your smart phone calendar) to ensure that deadlines are not missed.

Missing the deadline to reconfirm eligibility whilst in a grace period **WILL** affect your ability to claim funding the following claim period.

If families can no longer claim the working parent entitlement a "Grace Period" may apply. This means that for a short period of time these hours can continue to be claimed unless the following applies –

- where a parent falls into the grace period before the child has started their funded place
- where a parent falls into the grace period whilst their child is in a funded place, and the parent seeks to move the child to a different provider

This Grace Period has been determined by DfE.

Date Parent receives ineligible decision from HMRC:	Grace Period End date:
1 Jan – 10 Feb	31-Mar
11 Feb – 31 March	31-Aug
1 April – 26 May	31-Aug
27 May – 31 August	31-Dec
1 September – 21 October	31-Dec
22 October – 31 December	31-Mar

At the end of the Grace Period if a valid eligibility code has not been obtained then access to this entitlement will stop.

The Local Authority will message providers to remind families to reconfirm their code by the deadline date.

Families should seek advice from their childcare provider particularly if considering other childcare arrangements. It is also important that parents advise their provider as soon as possible when their eligibility for the working parent entitlement has changed to avoid receiving an invoice for hours that can no longer be funded by the Local Authority.

The Local Authority can consider extending the Grace Period set out above for a short time in very exceptional circumstances, if the parent has been forced to leave their home and paid employment, for example, where the parent is a victim of domestic abuse or other serious crime.

A parent can check / update their details by signing into their online childcare account at – <https://www.gov.uk/sign-in-childcare-account>

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Will I have to pay for anything?

The hours that your child attends a provider and are funded by the Local Authority must be FREE. Providers cannot charge for the delivery of this entitlement or apply any top up fees or conditions for your child to receive the entitlement.

However, providers can charge for the following when families are accessing a funded place.

- Optional Services and Activities
- Food Consumables
- Non-Food Consumables

These are known as chargeable extras and generally, it is expected that most families will opt to pay, so that their child(ren) will receive

- other activities that are not directly related or necessary for the effective delivery of the Early Years Foundation Stage (EYFS) statutory framework
- meals, snacks and consumables prepared or supplied by the nursery

Where parents are unable to do so, and choose to "opt out", your provider must offer alternative options which may include the necessity to supply your own food and non-food consumables and limiting access to online services, invites and opportunities to participate in certain activities.

Your providers charging policy will specify the fee details. These fees, together with the funded hours/session and any additional non-funded hours/sessions will be agreed initially as part of the registration process and usually included in your childcare contract. At the same, it is recommended that you are clear on the following –

- when it is possible to amend your childcare contract
- what the notice period is to terminate the contract
- fees that are applied when food and non-food consumables are not supplied

Please speak with your provider directly if you have any queries or concerns in the first instance.

A fee will also apply when funding cannot be claimed due to certain non-attendance. Any charge must be in accordance with the providers charging policy.

A provider may charge a deposit for a parent/carer to secure a childcare place later. Provided no additional hours are taken, a deposit must be returned to the parent/carer no later than 6 weeks from when claiming the entitlement commences.

Other charges may apply; please refer to your providers charging policy for more information or speak to your provider directly.

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What can be claimed where providers offer a staggered intake/settling in period?

Parents/carers may be offered the opportunity to receive settling in sessions to be sure their choice of childcare is the right option for their child. Funding can be claimed for these hours provided a claim form is completed, alternatively, fees may apply in accordance with the providers charging policy.

Where a staggered intake takes place, the first date that funding can be claimed is the child's first intake day, which in some cases will not be the first day of the claim period.

Providers must agree with parents/carers in advance how their child will commence their early education and childcare place. Parents/carers should be given the opportunity to commence their child's entitlement at the start of their first claim period so not to place additional financial burden on them, and to enable their child to receive the full entitlement.

Special Educational Needs and/or Disabilities (SEND)

The Local Authority and providers must be aware of their duties in relation to the SEND Code of Practice and the Equality Act 2010. Providers have a responsibility to ensure all children have full access to the early year's foundation stage. They must have arrangements in place to support children with SEN or disabilities. This is called the graduated approach and should clearly demonstrate the approach to identifying and responding to the individual child's needs.

Where a setting identifies a child as having SEN they must work in partnership with parents /carers to establish the support the child needs. If it is agreed that additional funding or external third-party support should be sought, then the provider must obtain agreement from the parent/carer to do this.

All providers will have a Local Offer which sets out what provision is offered by them for children with a disability or identified special educational need. This information can be obtained directly from them or may be located on the Norfolk Community Directory at –

<https://communitydirectory.norfolk.gov.uk/>

The Local Authority also has a Local Offer which can be found at –

<https://www.norfolk.gov.uk/children-and-families/send-local-offer/about-the-local-offer>

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Privacy Statement

The UK General Data Protection Regulations and the Data Protection Act 2018 (the Acts) put in place certain safeguards regarding the use of personal data by organisations, including the Department for Education, local authorities, schools and other early education providers.

By completing Parts 2 and 3, you understand Norfolk County Council will store, process and share the information you provide: -

- to check eligibility for the funded entitlements, Early Years Pupil Premium (EYPP) or Disability Access Fund (DAF), as required by Section 13 of the Childcare Act 2006
- to process the funding application and to contact you about your funding claim if needed
- to support your child's learning, development and safeguarding as required by Children Act 1989 and Childcare Act 2006, Children and Families Act 2014, Children and Social Work Act 2017, Education (Information About Individual Pupils) (England) Regulations, made under section 537A of the Education Act 1996 and the Education Act 2002
- for analysis and statistical purposes including government returns

More information on how your data is processed, who your data is shared with, your rights etc can be found on the [Children's Services \(Education\) privacy notice](#) available on the council's website.

Should you have any concerns relating to how your information or the information relating to your child/ren is being or will be used, please contact your provider or the Early Years Finance Team at Norfolk County Council.

Please note that information about whether a child is in receipt of Disability Living Allowance is, under the Act, Special Category Data which should be handled appropriately. Providers are asked to pay particular note to advice from the Information Commissioner's Office on holding personal data including sensitive personal data available at: <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/training-videos/handling-more-sensitive-information/>

Additional notes concerning Early Education

- A claim period may not correspond exactly to the school term
- Providers can choose how the entitlement is offered to parents/carers to support their business
- Your provider may not be able to offer the entitlement in the manner you wish to claim
- Your provider may require notice if you are planning to alter your childcare arrangements
- The funding entitlement (hours) must be offered to you by your provider free of charge
- The claim form will be used to settle any dispute over funding between providers and therefore, it must be accurate and signed by you
- Providers can claim funding for short term closures, for example, because of local or national elections or damage to the premises
- Families must understand that eligibility checks will take place and how the Local Authority will use the information provided. More information can be found on our [Privacy Notice](#)

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Where should I look to find out more about childcare?

There are several online services and places to enquire about childcare.



- Family Information Service – www.norfolk.gov.uk/familyinformationservice
- Best Start in Life – <https://beststartinlife.gov.uk/>
- Norfolk Community Directory – <https://communitydirectory.norfolk.gov.uk/>
- Choosing quality early education and childcare – [Choosing childcare - why quality matters - Norfolk County Council](#)

Complaints

Parents/Carers who have a complaint or concern about their registered childcare provider should in the first instance follow their setting's Complaints Policy. If the matter is not resolved adequately then they can contact the Local Authority.

- early education funding can be referred to the Early Years Finance team at earlyyearsfinance@norfolk.gov.uk (FAO. Su Rushbrook / Jo-anne Lamb)
- all other matters should be referred to the Early Years team at earlyyearsandchildcare@norfolk.gov.uk (FAO. Jo-anne Lamb)

Your complaint will be dealt with confidentially and you will be contacted prior to any investigation.

- a concern about quality of care - setting not meeting its regulated standards, please [contact Ofsted](#)